TANDA

FREE RESOURCE

Resource 2: Conversation guidance

Use this for move 2, and for move 6 if it becomes a formal interview. Start by explaining the purpose, that notes will be taken, and what stays confidential. These questions take a trauma-informed approach, which matters most for workplace behaviour complaints. For other claims, like pay issues, use what's helpful.

1. Thank you for meeting with me. Before we talk about what happened, is there anything we can do to make this feel more comfortable? Just let me know if you need to pause or take a break at any stage.
2. To help me fully understand what happened, let's go through each event, one step at a time.
3. Thank you for explaining all that. Would it be alright if I check some key points about what was said or done? I want to make sure I've understood accurately.
4. How did that make you feel at the time?
5. Any other details you can remember will be really helpful, especially dates, times and locations. Let's confirm what you can.
6. What other material might be relevant or help confirm details? For example, emails, messages or calendar invitations can be helpful. It's fine if you don't have these right now.
7. Who else was there at the time, or saw what happened?
8. Who else might be aware of, or know something about, what happened?
9. Did you seek support from anyone, or discuss this with anyone, before raising your concern?
10. How has this affected you overall?
11. While we address your concern, what can we do to make sure you feel safe and supported?
12. In terms of outcomes, what is most important to you?
13. Beyond what we've already discussed, what else is important for me to understand about the situation?
14. Lastly, did you have any support preparing your written complaint, or did you use AI? It's understandable if you did. I'm asking because it's important to separate your recollection of events from the AI tool's interpretation.

> Finish by reading back the main points and explaining what happens next, and when.

Questions developed with Claire Jenkins, Principal Consultant, Azuhr.